

**Vacancy No:** VA/UNSSC/004/2022

**Post Title:** Programme Management Officer, P3

**Organizational Unit:** UNSSC Knowledge Centre for Leadership and Management

**Duty Station:** Turin, Italy

**Duration:** 1 year, renewable subject to satisfactory performance and availability of funds

**Deadline for applications:** 08 March 2022

**UNSSC provides a work environment that reflects the core values of integrity, professionalism and respect for diversity. We strongly encourage qualified women and candidates from developing countries to apply.**

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### **Organizational Context:**

The UN System Staff College is the learning institution of and for UN staff. We deliver learning programmes and provide a space for learning to UN staff at all levels, in all functions and locations. Governed by a Board chaired by the Chef de Cabinet of the Secretary-General, we are uniquely positioned above institutional silos and work in partnership with a wide array of UN entities, inter-governmental organizations, academic institutions, and civil society organizations. By fostering a common leadership and management culture as well as a shared understanding of the policy and operational challenges facing the UN, we help the UN system drive sustainable change and results in line with the 2030 Agenda, the norms and principles of the United Nations in a continuously evolving and complex world.

UNSSC conducts a variety of learning and training activities, in Turin, Bonn, and at UN Headquarters, as well as the regional and country levels. All such activities effectively respond to the cross-agency, far-reaching reform agenda of the United Nations.

UNSSC's Knowledge Centre for Leadership and Management (KCLM) is composed by a multidisciplinary team of highly committed learning and change management professionals seeking to enable UN organizations to define and embrace a new management and leadership culture. To achieve this the KCLM team pursues strategic partnerships and provides UN staff with unique knowledge pieces, advisory services, and world-class blended learning opportunities in core professional competencies, management, leadership, organizational development, and innovation skills aligned with and building on the UN System

Leadership Framework approved by the UN System Chief Executives Board (CEB) for Coordination.

KCLM programmes are funded from three distinct sources: participant fees, contracts with UN agencies/entities, and donor grants.

### **Terms of reference:**

Reporting to the Senior Manager of the KCLM team, the Programme Management Officer supports the Senior Manager in ensuring better coordination of programmatic activities across the various work streams, and is responsible for managing and coordinating delivery of a range of pooled services that underpin and strengthen the effectiveness and coherence of the overall KCLM programme portfolio, including: preparing collaboration proposals for potential partners, evaluating and reporting on learning activities, managing external talent pools and access to selected commercial tools, virtual conferencing support and facilities.

Specific duties and responsibilities of the Programme Management Officer include:

#### **Internal coordination**

- Regularly engages Learning Portfolio Managers and other KCLM team members to monitor and coordinate implementation and continued update of work plans and financial performance of KCLM activities;
- Coordinates the team's input and monitors team performance against UNSSC's Strategic Plan, and assists the Senior Manager in the early identification and management of potential risks for the achievement of strategic goals and objectives;
- Contributes to internal coherence by developing and fostering the adoption of common templates, tools and approaches
- Drafts and coordinates the production of communications and outreach material, including institutional reports, newsletters, articles and magazines; edits drafts prepared by other staff;
- Coordinates and participates in internal Knowledge Management processes, communities of practice, and activities aimed at identifying and codification of good practice, or any other relevant knowledge assets, for internal and external use;
- Coordinates and engages in internal communication tasks in priority areas identified in collaboration with KCLM's management team.

#### **Shared internal services**

- Plans and manages day-to-day delivery of a set of pooled back-office services and tasks essential for the effectiveness of KCLM learning programmes, such as:
  - Conducting end-of-course and learning impact evaluations;
  - Preparing progress and final reports for donors and partners;
  - Monitoring availability and usage of shared virtual conferencing spaces and related capabilities;

- Managing and monitoring centrally-managed pools of external talent and resources, as well as supervising their use;
- Coordinates orientation and on-the-job training for new members of the KCLM team.

### **Partnerships and business development**

- Coordinates and contributes to the preparation of resource mobilization, partnership, and project proposals for KCLM clients and donors, ensuring consistency, quality and strategic alignment of the proposals;
- Collaborates with Data Officers and performs analysis of CRM data to identify emerging learning needs, trend changes, and relevant opportunities for UNSSC partners and clients;
- Proposes and follow up on partnership opportunities, including new ventures;
- Participates in inter-agency meetings and working groups to exchange information, coordinate joint activities and explore collaboration opportunities;
- Monitors, coordinates response and reports on follow-up actions to meetings, as required.

### **Management responsibilities**

- Supervises General Support Staff and Associate Fellows tasked with responsibilities related to the general management and administration of KCLM pooled and/or shared services;
- In consultation with the Senior Manager, develops work plans, manages performance, and contributes to recruitment of team members, project personnel and consultants as appropriate and required;
- Ensures that all programmatic and operational requirements are met in the day-to-day management and administration of pooled KCLM resources and activities.

### **Other duties as assigned**

### **Qualifications required**

#### **Education**

Advanced university degree in political science, social science, international relations, management or related fields from an accredited educational institution.

#### **Experience**

Minimum five years of professional experience in administration and management; experience in the UN common system is an asset for this position. Prior experience with managing client and/or donor relations is required. Experience in providing policy advice to managers and other UN officials is desirable.

## Languages

Fluency in oral and written English is required. Knowledge of another UN official language is desirable.

## Competencies:

**Professionalism:** Familiarity with the United Nations system and UNSSC's mandate and activities. Knowledge of UNSSC administrative, budgetary, and human resources policies and procedures. Experience in learning management, evaluation, coordination, donor relations and reporting. Proven project management abilities. Ability to apply judgment in the context of assignments given, plan own work and manage conflicting priorities. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

**Client Orientation:** Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view. Establishes and maintains productive partnerships with clients by gaining their trust and respect. Identifies clients' needs and matches them to appropriate solutions. Monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems. Keeps clients informed of progress or setbacks in projects. Meets timeline for delivery of products or services to client.

**Communication:** Speaks and writes clearly and effectively. Listens to others, correctly interprets messages from others and responds appropriately. Asks questions to clarify, and exhibits interest in having two-way communication. Tailors language, tone, style and format to match the audience. Demonstrates good consulting skills, particularly to scope needs. Capable of exercising discretion when handling confidential and/or sensitive information.

**Planning and Organising:** Sets clearly defined objectives; identifies and mobilises resources; creates and manages timelines; coordinates activities and efforts of internal and external stakeholders; makes contingency plans; monitors progress against strategies; takes account of changing plans while continuing to coordinate efforts effectively.

**Teamwork:** Ability to establish and maintain effective working relations with colleagues and partners with sensitivity and respect for diversity; demonstrated ability to work collaboratively with colleagues to achieve organizational goals and to place team agenda before personal agenda; ability to clearly identify and delegate tasks; ability to prevent and resolve interpersonal conflict within a small team.

**Commitment to Continuous Learning:** proven ability to keep abreast of new developments in own occupation/profession; willingness to develop oneself professionally and personally; willingness and ability to contribute to the learning

of colleagues and subordinates; willingness to learn from others; ability and willingness to seek feedback to learn and improve.

**Judgment and Decision-Making:** Good judgment to deal with changing priorities and competing demands.

**Technological Awareness:** Fully proficient in the use of common office suites and technologies, e.g. word processing, spreadsheets, web-conferencing, survey software, etc. User experience with ERP systems, Moodle-based or similar learning management systems, Drupal or similar Content Management Systems, and Salesforce or similar Customer Relationship Management systems, would be an asset. Experience with data management, analysis and visualization software (such as Tableau, etc.) would be an advantage.

### Submission of applications

The application (in English) should include the following:

- a duly completed, updated and signed P11 form ( <http://www.unssc.org/sites/unssc.org/files/p11un.doc>)
- a motivation letter elaborating in a concise style why you consider yourself qualified for this position; and

Please apply through the online application form available at <https://www.unssc.org/about/employment-opportunities>